GOVERNMENT OF INDIA
COMMUNICATIONS
LOK SABHA

UNSTARRED QUESTION NO:3573
ANSWERED ON:17.04.2000
POSTAL MAIL NETWORK
CHANDRAKANT BHAURAO KHAIRE

Will the Minister of COMMUNICATIONS be pleased to state:

(a) whether with the onset of electronic communications, the daily mail traffic in the Postal Department has fallen down considerably especially in Metropolitan cities;

(b) if so, the details thereof during 1998-99 and 1999-2000, city-wise;

(c) whether such a fall is likely to impact on the Postal infrastructure;

(d) if so, the steps proposed to be taken by the Government in this regard, and

(e) the status of postal mail network of India in comparison to world wide network at present?

Answer

MINISTER OF STATE FOR COMMUNICATIONS

(SHRI TAPAN SIKDAR)

a)&(b) Despite the onset of the electronic communication there is no overall reduction in the mail traffic in the country. This is evident from the total mail traffic handled by the Department as given in the table below. The figures of mail traffic handled during the year 1999-2000 is not available as yet.

Year	Total Mail Traffic
1996-97	1479.52 crores
1997-98	1545.75 crores
1998-99	1549.82 crores

In fact, in some of the metros, like, Bangalore, Chennai, Calcutta and Hyderabad the volume of mail has increased or has remained steady. However, there is some marginal fall in traffic in Delhi. In Mumbai the Metro mail traffic for the year 1997-98 shows a fall over the figure of 1996-97 but that happened due to the policy of the Department to de-congest mail traffic of Mumbai by diverting mail of the neighbouring districts by alternative direct routes, to speed up mail movement and deliveries in those areas.

(c) Does not arise in view of reply to (a) & (b) above.

(d) Though there has been no decline in the mail traffic handled by the Department, steps are taken on a continuous basis to increase mail traffic by improving the quality of service. Some of the steps have been:-

(i) Installation of automatic mail processing systems at Mumbai and Chennai;

(ii) Computerisation of Registration Sorting work in the mail offices;

(iii) Computerisation of Transit Mail Offices in a phased manner;

(iv) Segmentation of mail into various channels, called Green Channel, Metro Channel, Rajdhani Channel, Business Channel etc.;

(v) Regular monitoring of mail processing system and delivery work;

(vi) Live Mail Survey at regular intervals both in rural and urban areas to streamline mail transmission and delivery system.

(e) As regards the status of postal mail network of India in comparison to world wide netweork, during the period from 1993 to 1997,

the volume of letter post items has increased world-wide by 4.5% as compared to 21.17% in India during the same period. Regarding Postal Network, India has the largest network of Post Offices in the world with 1,54,149 Post Offices across the country.